

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

KENNETH SCHIESS AND LOUANN SCHIESS	)	
	)	
COMPLAINANTS	)	
	)	
v.	)	CASE NO. 2006-00401
	)	
INSIGHT PHONE OF KENTUCKY, LLC	)	
	)	
DEFENDANT	)	

ORDER TO SATISFY OR ANSWER

Insight Phone of Kentucky, LLC ("Insight") is hereby notified that it has been named as defendant in a formal complaint filed on August 31, 2006, a copy of which is attached hereto.

Pursuant to 807 KAR 5:001, Section 12, Insight is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days from the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

Done at Frankfort, Kentucky, this 8th day of September, 2006.

ATTEST:



Executive Director

By the Commission

**UAW LEGAL SERVICES PLANS**

**UAW-GM UAW-Ford UAW-DaimlerChrysler**  
1939 Goldsmith Lane, Suite 117, Louisville, KY 40218  
Phone: (502) 456-4222 Fax: (502) 458-3457

**RECEIVED**

AUG 31 2006

August 29, 2006

PUBLIC SERVICE  
COMMISSION

Public Service Commission  
211 Sowers Blvd  
P O Box 615  
Frankfort KY 40602

**CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

*Case No. 2006-00401*

*RE: Kenneth Schiess and Louanne Schiess v. Insight Phone*

To Whom It May Concern:

Please find enclosed a Complaint on behalf of Mr. and Mrs. Schiess in the above-referenced matter which I would appreciate your office filing of record with the Public Service Commission.

If you have any questions or require any additional information, please to not hesitate to contact me.

Thank you for your assistance and cooperation in this matter.

Sincerely,

*Theodore Walton*  
Theodore Walton  
Attorney at Law

Enclosure  
cc: Kenneth R. Schiess

JB

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

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AUG 3 1 2006

PUBLIC SERVICE  
COMMISSION

KENNETH SCHIESS AND LOUANN SCHIESS  
(Your Full Name)  
COMPLAINANT  
VS.  
INSIGHT PHONE  
(Name of Utility)  
DEFENDANT

COMPLAINT

The complaint of KENNETH K SCHIESS respectfully shows:  
(Your Full Name)

(a) LOUANN SCHIESS  
(Your Full Name)

1812 MILLGATE ROAD, LOUISVILLE KY 40223-1097  
(Your Address)

(b) INSIGHT PHONE  
(Name of Utility)

810 SEVENTH AVENUE, NEW YORK, NY 10019  
REGISTERED AGENT: CT CORP SYSTEM, KENTUCKY HOME LIFE BUILDING,  
LOUISVILLE KY 40202  
(Address of Utility)

(c) That: The Schiess are retirees and the only members of their  
(Describe here, attaching additional sheets if necessary,

household. Their April phone bill showed seventeen (17)  
the specific act, fully and clearly, or facts that are the reason

calls to the Netherlands. The Schiess have absolutely no  
and basis for the complaint)

connection to the Netherlands or anyone in the Netherlands.

These calls did not originate from their home. The Schiess

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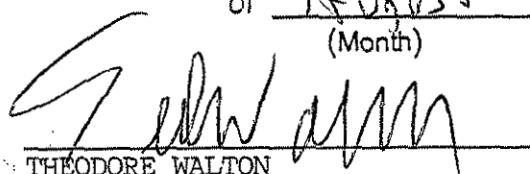
Formal Complaint


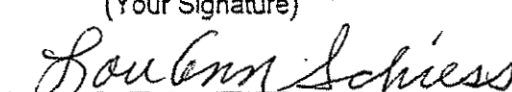
KENNETH & LOUANN SCHIESS vs. INSIGHT PHONE

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did not authorize the calls and have no idea who made them or how.  
Insight has maintained that the calls were dialed from the Schiess' phone number and refused to reverse the charges. Insight is either in error or their statements are misleading because the calls were not made from the Schiess' phone. Insight's customer service has been egregious in this matter, thereby forcing the Schiess to take extreme measures to resolve an error and/or fraud on the part of Insight Phone. Wherefore, complainant asks that the Insight Phone bill be adjusted to (Specifically state the relief desired.) accurately reflect only charges actually due.

Dated at Louisville, Kentucky, this 25 day  
(Your City)  
of August, 2006  
(Month)

  
THEODORE WALTON  
UAW-FORD LEGAL SERVICES PLAN  
1939 GOLDSMITH LANE STE 117  
LOUISVILLE KY 40218-2006  
(502) 456-4222

  
(Your Signature)  


**UAW-FORD Legal Services Plan**

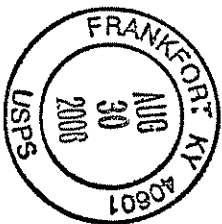
Austin Building, Suite 117  
1939 Goldsmith Lane  
Louisville, Kentucky 40218-2006



ADDRESS SERVICE REQUESTED



7004 2890 0003 941b 2760



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AUG 31 2006

PUBLIC SERVICE  
COMMISSION

4060280615 EPO7

